

Executive Report

April 9, 2008

Report from the OHA

GCE Launches “Consultant Referral Service”

The Ontario Hospital Association (OHA) has received a number of requests from member hospitals seeking qualified consultants to lead customized board retreats or provide general consulting on health care governance. In response, the Governance Centre of Excellence (GCE) has established a web-based “Consultant Referral Service” to assist hospitals and other health care organizations in selecting consultants with expertise in various areas, such as board development, community relations, executive recruitment and strategic planning.

The GCE will continuously build its roster of consultants and add new features and resources on an ongoing basis. This service is free to hospital members and is easy to use. To learn more, visit the GCE website at www.gce-oha.com, under “GCE Consultant Referral Service.”

For further information, contact Lina Pallotta at 416-205-1313 or lpallotta@oha.com.

Draft CSA Standards Posted

The third Edition of the Canadian Standards Association’s (CSA) Z317.2 *Heating, Ventilation and Air Conditioning in Health Care Facilities* standard, and Z317.10 *Handling of Waste Materials in Health Care Facilities and Veterinary*

Health Care Facilities standard have been posted for public review. Hospitals are encouraged to visit the CSA standards public review site and provide their comments on the draft standards by **May 17, 2008**.

Visit https://review.csa.ca/opr/opr_list.asp, and scroll down the list to download the documents.

For further information, contact Karen Sequeira at 416-205-1328 or ksequeira@oha.com.

OHA Seeking Consultant to Develop Mental Health and the Law Toolkit

The OHA is seeking the services of a legal/policy consultant to develop a mental health and the law toolkit for use by the OHA’s membership. A detailed request for proposals (RFP), which sets out the scope and deliverables of the project and proposed timelines, is available on the OHA website, under “Communications, Legislative Issues and Analysis, Other Bills and Legislative Issues, OHA Resources.” A link to the RFP document is also available in this week’s *Executive Update* email. Respondents are requested to submit their proposal no later than 4:00 pm on **Friday, May 9, 2008**.

For further information, contact Melissa Radolli at 416-205-1322 or mradolli@oha.com.

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Report from the OHA (continued)

GLC Call for Nominations

The OHA is pleased to announce a call for nominations for its Governance Leadership Council (GLC). The council provides external expert service and counsel to the OHA Board of Directors on the strategies required to ensure successful implementation of the OHA's governance program under the auspices of the GCE.

All nominees for the council should meet the following criteria:

- A distinguished track record in corporate governance and a solid understanding of best practices in corporate governance in the private or not-for-profit sectors in Canada;
- A strong understanding of the not-for-profit sector;
- Effective communication skills; and
- Are able to volunteer their time to meet at least four to five times a year.

Council members should also have specific skills and expertise, including:

- Demonstrated leadership with governance renewal in the hospital and broader health sector;
- Demonstrated leadership with corporate governance reform in the private sector;
- Finance and audit expertise;
- Legal expertise;
- Government experience in dealing with governance and accountability of transfer-payment agencies;
- Demonstrated academic achievement in relation to governance and accountability; and/or
- Expertise in governance performance indicators and performance reporting.

The nomination deadline is **Wednesday, May 14, 2008**.

If you are interested in submitting a nomination or require further information, contact Mary Romero at 416-205-1434 or mromero@oha.com.

Notice of Intent to Amend the Phosphorus Concentration Regulations

The Federal Minister of the Environment intends to amend the Phosphorus Concentration Regulations (SOR/89-501), a regulation under the *Canadian Environmental Protection Act*, to limit the concentration of phosphorus in detergents and, if warranted, in other cleaning products to 0.5% by weight or lower. A proposed text of the amendment is available in the *Canada Gazette Part I*, February 16, 2008 at <http://canadagazette.gc.ca/index-e.html>.

If you have any comments about the proposed amendments, please provide your feedback by **April 16, 2008** to:

Joan Pollock
Products Division, Chemical Sectors Directorate
Environmental Stewardship Branch
Environment Canada
351 Saint-Joseph Boulevard
Gatineau, Quebec K1A 0H3

Comments may be also provided by fax at 1-888-391-3695 or email at upcis-supac@ec.gc.ca.

For further information, contact Melissa Radolli at 416-205-1322 or mradolli@oha.com.

Report on Health Care

Windsor Regional Awarded 10 Innovations in Upcoming Health Care Expo

The annual *Celebrating Innovations in Health Care Expo*, hosted jointly by the Ministry of Health and Long-Term Care (MOHLTC) and the 14 Local Health Integration Networks (LHINs), takes place on **April 22, 2008** at the Metro Toronto Convention Centre (MTCC). Windsor Regional Hospital will have 10 submissions profiled at this year's event in the following categories:

- Meeting Community Needs through Integrated Care;
- Improving Quality and Patient Safety;
- Improving Efficiency through Process Redesign; and
- Innovations in Health Human Resources.

Windsor Regional Hospital held a media conference on April 4, 2008 to profile the 10 selections.

CHEO's ED Goes Electronic

Changes are afoot at the Children's Hospital of Eastern Ontario (CHEO)'s emergency department (ED) as physicians and nursing staff do away with paper forms in favor of hand-held computers. CHEO is the first hospital in Ottawa to introduce an electronic triage record in conjunction with an electronic patient tracking system.

On Tuesday, April 8, when patients arrived at CHEO's ED, they were greeted by the triage nurse with a hand-held computer. The triage nurse conducts the initial assessment using a hand-held computer, creating an electronic record of the patient's health status from the start. As the patient moves through the ED, their progress is tracked on the new electronic tracking system, or electronic white board.

Capturing this information electronically helps all members of the health care team stay in touch about a child's progress through the ED. Future advancements over the next few years will add electronic documentation of all subsequent care provided by all members of the team during the emergency visit and any inpatient admissions. Electronic patient tracking in emergency departments is becoming the gold standard for hospitals. While extra staff will be available to support this important transition, CHEO is asking for the community's support as it introduces this significant change.

RVH Granted Full Accreditation

Renfrew Victoria Hospital (RVH) has been granted full, unconditional accreditation by the Canadian Council on Health Services Accreditation (CCHSA). Surveyors singled out the hospital's collegial atmosphere for particular praise – staff are engaged, proactive and client-oriented. This “can do” attitude is supported by an open culture.

The surveyors' list of RVH successes noted that:

- Patient safety is a focus and the teams are using best practice guidelines;
- Strong leadership is demonstrated, and encourages innovation and change;
- There are partnerships at the community, regional and provincial levels, and patients can access specialty services; and
- Communication is excellent between the staff and with the surrounding communities.

The report found that RVH has fully implemented 21 required organizational practices in five patient safety areas: culture, communication, medication use, worklife/workforce and infection control. Of the 89 accreditation criteria related directly to patient safety, RVH received 88 ratings of “good to excellent.” There were no recommendations resulting from the survey.



Executive Announcements

Franca Hoda has been appointed as the Director of the Leadership Development Institute at the OHA.

Dr. Martin Antony, Research Director at the Anxiety Treatment and Research Centre at St. Joseph's

Healthcare Hamilton, has recently been elected President of the Canadian Psychological Association (CPA).

Catherine Collinson will assume the position of Executive Director at

Nipigon District Memorial Hospital as of July 1, 2008.

Tracy MacDonald will assume the role of Chief Operating Officer at the Sault Area Hospital by the end of April 2008. She is currently Vice

President of Patient Services, Chief Nursing Executive and site administrator for both the Welland and Port Colborne Hospitals at the Niagara Health System.

Report from Queen's Park

New Interventions Introduced to Improve Patient Safety

Four new interventions to improve patient safety were launched at a national conference in Winnipeg on April 2, 2008, as part of the *Safer Healthcare Now!* (SHN) campaign and its partner campaign in Quebec - *Together, Let's Improve Healthcare Safety*. The SHN campaign was initially launched in April 2005, with six interventions to reduce death and injury to patients in acute-care settings. Two of the four new interventions will focus on residents in long-term care facilities and two pilot projects will be undertaken to reduce potential adverse drug events in home care and paediatric settings.

One of the primary goals of the campaign is to evolve and spread evidence-based safety initiatives into every relevant health care organization in Canada. An advisory panel of widely recognized patient safety and quality experts was consulted on patient safety target areas and their input shaped the direction for the next phase of the campaign.

The new interventions relevant to hospitals include:

- Antibiotic resistant organisms (AROs): Methicillin-resistant *Staphylococcus aureus* (MRSA) - implement a series of evidence-based guidelines to prevent harm from antibiotic resistant organisms, specifically MRSA.

- Venous thromboembolism (VTE) - implement evidence-based best practice guidelines to ensure that general surgery and hip fracture surgery patients receive the appropriate thromboprophylaxis to prevent deep vein thrombosis (DVT) and pulmonary embolism (PE).

In addition, two pilot projects will be implemented, and lessons learned will be used to determine best practices and ways of approaching quality improvement for safer health care. One of the projects will focus on preventing adverse drug events related to high-risk medications in paediatrics and will work towards developing a national action plan to address high-risk medication delivery across the paediatric continuum of care.

As the next phase of the SHN campaign is rolled out, teams are now signing up to participate, and the *Getting Started Kits* identify tools and resources to help them implement the new interventions. The process and measures for the new interventions align explicitly with the CCHSA required standards for health care organizations.

The four new interventions will augment the six interventions of the SHN campaign initially introduced in 2005. Acute care teams can continue to sign-up for these interventions, work toward full implementation, and measure/report results.

For further information, visit www.saferhealthcarenow.ca.



OHA

Conferences

Interprofessional Care May 5, 2008 Toronto

Interprofessional care is the provision of comprehensive health services by a team of professionals working together to deliver the best quality care through a multi-disciplinary approach. Growing evidence shows that this approach can lead to improved patient care and more effective use of health care resources, along with other benefits like enhancement of health practitioners' skills, reduced clinical error, increased provider satisfaction and reduced staff shortages.

The federal, provincial and territorial governments have identified interprofessional care as a priority for health system renewal because it helps address the financial and resource shortages currently facing the system. In June 2006, the MOHLTC and the Ministry of Training, Colleges and Universities created the HealthForceOntario Interprofessional Care Project to identify the priorities that will facilitate the systemic implementation of interprofessional care. This conference will provide participants with an opportunity to examine the challenges involved in interprofessional care and to identify strategies, possible solutions and proven cases for its successful implementation. For further information, contact Sara Simone at 416-205-1314 or ssimone@oha.com.

Conference for Board Finance Committee Members May 7, 2008 Toronto

This annual event is designed for finance committee members of Ontario's health care boards, to help them plan more effectively and to deal with the issues affecting finance within their scope of responsibility. This year's line up of speakers include Jim McCarter, Auditor General of Ontario; Susan Klein, Director, Health and Long-Term Portfolio, Office of the Auditor General of Ontario; Shannon MacDonald, Partner, Deloitte; Steve Isaak, Executive Director, Ontario Joint Policy Planning Committee (JPPC); Paula Blackstien-Hirsch, Lead, Health Care Performance Network, MOHLTC; and, Neil Seeman, Managing Consultant, Health Care, IBM Global Business Services and Adjunct Professor, School of Health Services Management at Ryerson University. For further information, contact Josie Mazzola at 416-205-1356 or jmazzola@oha.com.

Rural and Northern Health Care Annual Conference: Highlighting Excellence in Rural and Northern Health Care May 21, 2008 (social event) May 22 & 23, 2008 Toronto

Northern and rural health care providers face a host of unique challenges and opportunities. While striking the right balance for providing effective and quality care is a province-wide challenge, these providers require a one-of-a-kind approach. This conference will provide updates on the progress of small, rural and northern hospitals and their future agenda. Participants will look at essential tools that help drive success and how progress can be evaluated. Join colleagues at the Rogers Centre on May 21st for a fun-filled Toronto Blue Jays baseball game in a private skybox. Top off the second day of the conference by enjoying a relaxing dinner and waterfront cruise. For further information, contact Shannon Byck at 416-205-1357 or sbyck@oha.com.

Labour Relations in a LHIN Environment May 30, 2008 Toronto

Featuring a variety of leaders from the LHINs, MOHLTC and health care organizations across the sector, this conference will provide insight into the labour relations challenges facing Ontario's health care system as it continues to transform and evolve. Participants will also look at regional integration in other provinces.

This one-day conference will provide participants with a practical and legal overview of the labour relations under the LHINs and will explore its implications moving forward. Topics include an environmental scan of the current situation, a labour relations review of the new legislation, case studies and implications, wage harmonization, the competitive bidding process, and the unions' view. Participants will also engage in a panel discussion recapping the day's presentations. For further information, contact Kerry Vincent at 416-205-1306 or kvincent@oha.com.

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OHA Conferences (continued)

GCE Regional Chair Forums May/June 2008

The GCE is pleased to host a series of regional chair forums in May and June 2008. Participants will gather in an informal setting to discuss governance challenges and issues unique to hospitals within their region. To guide these discussions, results and analyses from the recently completed governance survey will be presented.

Attendance at the regional chair forums is free. Hospital board chairs are encouraged to register for a session at a nearby location. Forum dates are currently being confirmed. A detailed agenda and registration information will be available shortly on the GCE website at www.gce-oha.com. For further information, contact Josie Mazzola at 416-205-1356 or jmazzola@oha.com.

Health Promoting Hospitals June 12 & 13, 2008 Toronto

Historically, hospitals and health services have developed around their ability to treat disease and support patients' health. This focus has been challenged in recent decades to include health promotion as an effective response to counter rising levels of chronic disease and to improve health. Much progress has been made in improving health within the hospital setting by looking at the broader cultural, social and environmental issues which can support health and well-being. There is also increasing evidence for health promotion at the organizational level and in clinical settings that align with quality improvement approaches. This conference will focus on ways hospitals can improve health for staff, patients, and communities through organizational and cultural change. Participants will have an opportunity to explore effective change management, the World Health Organization's (WHO) *Health Promoting Hospitals* model, as well as strategies and successes from hospital health promotion initiatives in Quebec and Ontario. For further information, contact Sara Simone at 416-205-1314 or ssimone@oha.com.

Failure Mode and Effects Analysis Workshop June 18, 2008 Toronto

The Institute for Safe Medication Practices Canada (ISMP Canada) and the OHA are partnering to offer a one-day Failure Mode and Effects Analysis (FMEA) workshop. The workshop curriculum is derived from the Canadian Failure Mode and Effects Analysis Framework©.

FMEA has been in use for many years in other high-risk industries, such as aerospace, aviation and nuclear power. It is a preventative approach to improving health care safety by making necessary process improvements. It can be applied to processes at all levels of the health care system.

Workshop goals include identifying processes in health care that lend themselves to FMEA, conducting an abbreviated FMEA on a health care process, and developing the expertise to serve on a FMEA team in a health care setting. Early registration is recommended as attendance is limited to 60 delegates. For further information, contact Shannon Byck at 416-205-1357 or sbyck@oha.com.

Managing Human Resources Course September 2, 3 & 4, 2008 Penetanguishene

Hospital leaders understand that in today's competitive labour market, maximizing human capital is essential to achieving optimal patient care outcomes. This program is aimed at strengthening hospital leadership capacity and management competencies required for all those involved in hospital people management. It will provide managers tools and resources in the areas of recruitment and retention, change management, organizational effectiveness, employee/labour relations and the creation of healthy and productive work environments. This program will help front-line managers understand the relationship between the success of their employees and that of the organization. For further information contact Marisa Bavaro at 416-205-1309 or mbavaro@oha.com.



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